

# CA Service Management 17.3.0.13

## Fixed Issues- Steps to Reproduce

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## 1.1 Service Desk Manager

Following issues are fixed in CA SDM 17.3.0.13.

### 1.1.1 DE63932

Create Configuration Items using grloader with SQL-tables.

Perform these steps:

- 1- Create the Test-table in the <mdb> using the SQL-Script create\_zCI.sql
- 2- Change Sqlserver.cfg (hostname and SQL-password)
- 3- Change Test\_grloader\_zCI.cmd (SDM password)

### 1.1.2 DE63804

EEM Application are frequently down.

After upgrading to SDM 17.3, when logging into EEM, it is throwing an error. During the issue occurrence, users are unable to login to EEM or SDM using the SDM Usernames or to EEM using the EIAMAdmin account.

### 1.1.3 DE63763

pdm\_log4j\_config.pl doesn't work for visualizer.

When running **pdm\_log4j\_config.pl**, getting the "Cannot open log4j.properties file for reading after 3 attempts. Quitting" error. When looking inside **pdm\_log4j\_config.pl** file, able to see that the perl program is looking for

\$NX\_ROOT/bopcfg/www/CATALINA\_BASE\_VIZ/webapps/CMDBVisualizer/WEB-INF/classes/cmdbvisualizerlogging.properties file which doesn't exist.

### 1.1.4 DE63007

JavaMailPOP3Client - getPOP3HostInfo() + Failed to make connection with STARTTLS to server xxx.domain.com, port xxx, trying SSL connection.

Perform these steps:

1. Restart maileater
2. Send email to: testingsdm@outlook.com
3. As soon as maileater is started, it throws the exception below:  
2021-10-21 08:43:46:962 ERROR [ForkJoinPool-1-worker-3] c.c.S.m.c.JavaMailIMAPClient - getIMAPHostInfo() + Failed to make connection with STARTTLS to server imap-mail.outlook.com, port 993, trying SSL connection

javax.mail.MessagingException: Read timed out

### 1.1.5 DE62987

SDM 17.3#-Security Vulnerability - Export Function.

Cyber pen-testing discovered that the CASD export function(`export.js`) can be exploited. CASD is unable to detect the the download link passed to the export function is not internal to the system. It does not block the download and does not give an alert to the user.

SDM allows to access external files when specifying the external file in URL as shown below.

e.g.

[https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export\\_file.html?url=https://www.health.gov.au/sites/default/files/documents/2020/09/coronavirus-covid-19-guidance-for-people-tested-for-covid-19\\_0.docx](https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export_file.html?url=https://www.health.gov.au/sites/default/files/documents/2020/09/coronavirus-covid-19-guidance-for-people-tested-for-covid-19_0.docx)

Perform these steps:

1. Find a file shared on the web.  
e.g. [https://techdocs.broadcom.com/content/dam/broadcom/techdocs/us/en/dita/ca-enterprise-software/business-management/clarity-project-and-portfolio-management-ppm/ccppmop1593/assets/1591\\_Postgres\\_Database\\_Schema.zip](https://techdocs.broadcom.com/content/dam/broadcom/techdocs/us/en/dita/ca-enterprise-software/business-management/clarity-project-and-portfolio-management-ppm/ccppmop1593/assets/1591_Postgres_Database_Schema.zip)
2. Create a URL by using "export\_file.html".  
e.g.  
[http://ibntest004381.bpc.broadcom.net:8080/CAisd/html/export\\_file.html?url=https://techdocs.broadcom.com/content/dam/broadcom/techdocs/us/en/dita/ca-enterprise-software/business-management/clarity-project-and-portfolio-management-ppm/ccppmop1593/assets/1591\\_Postgres\\_Database\\_Schema.zip](http://ibntest004381.bpc.broadcom.net:8080/CAisd/html/export_file.html?url=https://techdocs.broadcom.com/content/dam/broadcom/techdocs/us/en/dita/ca-enterprise-software/business-management/clarity-project-and-portfolio-management-ppm/ccppmop1593/assets/1591_Postgres_Database_Schema.zip)  
e.g.1  
[https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export\\_file.html?url=https://www.health.gov.au/sites/default/files/documents/2020/09/coronavirus-covid-19-guidance-for-people-tested-for-covid-19\\_0.docx](https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export_file.html?url=https://www.health.gov.au/sites/default/files/documents/2020/09/coronavirus-covid-19-guidance-for-people-tested-for-covid-19_0.docx)  
e.g.2  
[https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export\\_file.html?url=https://www.mtsac.edu/webdesign/accessible-docs/word/example03.docx](https://uat.servicedesk.unsw.edu.au:8443/CAisd/html/export_file.html?url=https://www.mtsac.edu/webdesign/accessible-docs/word/example03.docx)
3. Access to the link.

### 1.1.6 DE62856

Can't create stub clases (Case #: 32852444).

After following the steps in the C:\Program Files (x86)\CA\Service Desk Manager\samples\sdk\websvc\java\test1\_pki file name:PKI\_loginServiceManaged\_JAVA\_steps.doc file to create the stub classes, getting "http 500 internal server" error.

## 1.1.7 DE62628

GRLoader cannot set date fields to EMPTY.

GRLOADER is configured via JDBC from an external CMDB. After logging into service point with a user under the search field with the categories and featured offerings displayed. When clicking on "More" and more offerings are loaded, but only featured offerings and none of the offering folders are shown.

## 1.1.8 DE62349

SDM UI (17.2 and 17.3) - Menubar hidden by scroll bar.

After resizing the browser window to enable the horizontal scroll bar and then close the detail window and reopen, a scrollbar hides the menu.

Steps to reproduce:

- 1- Login to SDM UI using Chrome or FireFox web browser.
- 2- Ensure that the "Avoid Popups" option is NOT enabled.
4. Open an existing Incident/Request. The ticket detail screen opens in a new browser window.
5. Reduce the width of the incident/request detail window enough so that the horizontal menu scrollbar becomes active.
6. Close the detail panel and then reopen the incident/request.
7. You will see the page initially draws properly and then once loaded, it does a refresh. At that point, the horizontal scrollbar now obscures the menu bar items.

## 1.1.9 DE61389

With multiple AD's: dm\_ldap\_sync -n domain doesn't update inactive contact.

After enabling multiple Active Directory domains, it is not possible to run pdm\_ldap\_sync to sync inactive AD users in SDM.

- 1) Integrate SDM with AD.
- 2) Follow the Knowledge Article below for allowing users to be deactivated in SDM.> [How to get pdm\\_ldap\\_sync to synchronize the ldap-enabled/disabled status with contact's active/inactive status in servicedesk?](#)
- 3) Enable the option LDAP\_DOMAIN.
- 4) Import a specific user from AD.
- 5) Go to AD and disable this user.
- 6) Run the command below: pdm\_ldap\_sync -n <domain> -l "id = ? AND zuserAccountControl=2"
- 7) It throws the parse error message.

## 1.2 xFlow Interface/Service Point

### 1.2.1 DE63621

Xflow - unassigned stream not properly updated.

When an unassigned ticket is created under Parent Tenant in regular GUI, the user who belongs to Child Tenant is getting a notification in XFLOW. But since he has no access once refreshed the stream ticket is not visible.

Perform these steps:

1. Set-up Tenancy with Parent and Child.
2. Login into the flow as a Contact who belongs to Child Tenant.
3. Create a ticket in regular GUI under Parent Tenant.
4. In Xflow for the logged-in user gets a notification for the unassigned stream:
5. Since the user has no access, once refreshed ticket is not seen.

### 1.2.2 DE62104

EEM-Error with xFlow-Login.

In 17.3 while switching from Xflow to Service point app or vice versa below errors are seen in logs:

```
08/03 10:40:39.08 lvntest021321 bopauth_nxd      8608 ERROR    eiamAuth.c      839 Error in authenticating
with credentials for user: cnt:A287F4578F21BD46AB4F689E081540C8' - EE_BADOBJECT Bad Object success
08/03 10:40:39.08 lvntest021321 bopauth_nxd      8608 ERROR    auththread.c    1135 get_artifact:EEM session
creation failed.
08/03 10:40:39.08 lvntest021321 bopauth_nxd      8608 ERROR    eiamAuth.c      618 Error exporting artifact
from session: EE_BADOBJECT Bad Object success
08/03 10:40:39.08 lvntest021321 boplogin        6968 ERROR    bplaccess.c     3852 AHD04023:Security error:
get_bopsid/get_artifact (cnt:A287F4578F21BD46AB4F689E081540C8) nil
```

Perform these steps:

1. Enable EEM authentication in SDM and check "Allow External authentication".
2. Enable NTLM for XFLOW login. (<https://techdocs.broadcom.com/us/en/ca-enterprise-software/business-management/ca-service-management/17-3/administering/enable-ssl-authentication-for-ca-service-management-solution/authenticate-the-users-of-xflow-interface.html>)
3. Login to Xflow -> Switch to Service point and vice versa.
4. In the stdlog the errors are logged, though authentication is successful.

### 1.2.3 DE59163

XFlow - Inactive Configuration Items and Inactive Resolution Codes seen in the drop down in status Popup from ticket details page. Only Active CIs and Active Res codes should appear and not the Inactive ones.

Perform these steps:

1. Create an Incident Ticket and get the ticket number.
2. Make sure you add Affected Resource' (Configuration Item) and Resolution Code Attributes to the list.
3. When you are adding these attributes make sure you check the 'Required' field check box on the page.
4. Log in to XFlow. Enter the ticket number in the search box on the top.
5. Click on the ticket number in the results.
6. In the ticket Details page click on the status icon so that the status Pop-up will open. Change the status to Acknowledged.
7. Enter any comment and click on Done button (ideally the attributes should show up once the status is changed to acknowledged but there is another bug for this or this feature is still being worked on).
8. The configuration Item and Resolution Code drop down appears. And inactive CIs and Inactive Resolution Codes are seen in the list.

### 1.2.4 DE64047

Unable to perform consecutive searches in Service Point after RU11.

Perform these steps:

1. Upgrade to RU11.
2. Make sure you have some Service Catalog offering that the first search will default to.
3. Login to Service Point, then search a keyword that picks a Service Catalog offering (see step 2 above).
4. Search for another keyword, it doesn't return any search results.

## 1.3 CA Service Catalog

### 1.3.1 DE63681

Catalog\_17.3RU9\_can't Download Attachments in a new tab as in 17.1.

In previous versions like 17.1, copying the URL of the attachment is supported. You can open a new tab, paste the URL and download the attachment. This functionality does not happen in 17.3 RU9.

### 1.3.2 DE63668

Service Catalog 17.3 - Catalog search is not working.

Service Catalog Search does not work and provides no results. All other Service Catalog functions work properly. This issue happens after upgrading to 17.3.



### 1.3.3 DE62977

Service Catalog Plugin error after 15 invokes from form.

After upgrading from 17.2, Plugin does not work as intended in Service Catalog 17.3 ru6 and ru8.

Perform these steps:

- 1) Login to <http://muntest001276.bpc.broadcom.net:5050/usm/wpf> with spadmin / spadmin
- 2) Navigate to Requests > Test Services > 32887694
- 3) Open debug console on Chrome
- 4) Click on the "TRYCK PÅ MIG" text to trigger the plugin. No error to log.
- 5) Perform this 14 more times, and the error starts to appear.

### 1.3.4 DE61381

Service Point - New Service with multiple sites.

While creating a service with multiple sites, each site with some fields, the fields does not appear after clicking Submit. This issue happens with Service Point only and SLCM works fine with multiple sites.

Perform these steps:

1. Login to Service Point URL.
2. Create a Request ticket with the multiple site offering.  
**Note:** Uploaded a sample xml of the offering.
3. Submit the request.
4. Once submitted - Click on my tickets to review the request.
5. Note the offering form object pages disappear and only the buttons are visible.